



***EEOICPA BULLETIN No. 2004.06***  
***Office of Worker Advocacy Procedure Manual***  
***Energy Employees Occupational Illness Compensation Program Act***

Effective Date: March 2, 2004

Originator: Josh Silverman, Program Manager      Approved by: Tom Rollow, Director, OWA

Subject: Initial Telephone Contact with an Applicant

Applicable OWA Procedure: Part 6, Case Development; Section 3, Initial Contact with the Applicant

***This Bulletin will remain in effect until incorporated into the OWA Procedure Manual.***

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***Description of Change:***

This bulletin establishes a new process for attempting to contact a new applicant. The current procedure calls for the CM to attempt telephone contact with each applicant by calling once each day for three days before mailing a letter summarizing the information that would have been provided over the phone. The process has caused unnecessary delays in contacting an applicant and in processing a case. This change would allow the CMT to attempt two initial telephone contacts with a new applicant instead of the required three telephone calls once each day over a three-day period. If unsuccessful after the two contact attempts, the CMT would then send out a letter.

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***Reasons for Change:***

To ensure that cases are moved forward as quickly as possible, attempted contact with a new applicant three times by telephone will be changed to two attempts.

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***Definitions:***

CMT – Case Management Technician

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***Action:***

To Part 6, Case Development; Section 3, Initial Contact with the Applicant, replace the existing first paragraph with the following:

The CMT is to attempt telephone contact with each applicant. The purpose of the call is to introduce the applicant to the CMT and provide information about the OWA program. The CMT will attempt to contact the applicant twice by telephone. If unsuccessful, the CMT will mail a letter to the applicant summarizing the information that would have been provided over the phone. The call attempt is to be noted in CMS.

Additionally, in subsections a, c, and d of Section 3, change “CM” to “CMT.”